

Attorney Docket No.: 42390.P9765x

Patent**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In Re Patent Application of:

Anderson, et al.

Serial No.: 09/895,557

Filed: June 29, 2001

For: METHOD AND APPRATUS FOR
MESSAGE ESCALATION BY
DIGITAL ASSISTANTS

Art Unit: 2143

Examiner: Bunjob
JaroenchonwanitRECEIVED
CENTRAL FAX CENTER
SEP 20 2004Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450**AMENDMENT AND RESPONSE**

Dear Sir:

In response to the Office Action mailed May 20, 2004, Applicant respectfully requests the Examiner to enter the following amendments and to consider the following remarks:

CERTIFICATE OF TRANSMISSION

I hereby certify that this correspondence is being facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.

By: Anne Collette
Anne ColletteDate: September 20, 2004